



Make a difference

## WESTERN DISTRICT OF TEXAS

# United States Bankruptcy Court

## Automation Specialist

#2016-02ITAS

### POSITION INFORMATION

Grade: CL25

Salary Range \$39,171 - \$63,664

### HOW TO APPLY

Submit a (AO78) [Federal Judicial Branch Application for Employment](#), a resume with a letter of interest

which includes an example of a challenging technical issue that you have encountered within the past year and describe how you dealt with or resolved it to:

Human Resources

United States Bankruptcy Court

615 E. Houston, Suite 596

San Antonio, Texas 78205

Or send one PDF to

Patty\_Nelson@txwb.uscourts.gov

Resumes must be received by

**April 8, 2016.**

**\*\*The deadline has been revised to Open Until Filled\*\***

### BENEFITS

- Paid holidays
- Annual leave/Sick leave
- Federal Employee Retirement System

Optional participation:

- Thrift Savings Plan
- Federal Employees' Health Benefits
- Dental & Vision Program
- Health Care Reimbursement Program/Dependent Care Reimbursement Program
- Group Life Insurance
- Long Term Care Insurance

The U.S. Bankruptcy Court for the Western District of Texas is seeking qualified candidates for Automation Specialist. The position is located in San Antonio, Texas, is part of a 8 person IT Team and reports to the IT Support Services Manager. The clerk's office supports five offices which include Austin, El Paso, Midland (unmanned), San Antonio and Waco. The clerk's office serves four Judicial Officers and their staff.

The position of Automation Specialist provides day-to-day support and training to constituents. Will provide information and assistance to users on applications such as Lotus Notes email, Microsoft Office applications, Adobe Acrobat, national and customized applications, video teleconference equipment, and courtroom technology. Provides support for mobile computing devices and remote access. Prepares (may include imaging, configuration or other duties) and distributes new hardware including, but not limited to, PC desktops, laptops, printers and mobile devices. Provides cabling support. Installs and configures new or upgraded software applications. Utilizes skill and experience to troubleshoot and resolve PC equipment, software, mobile devices, printing and related technical problems. Completes moderately complex technical or analytical project tasks as assigned. Creates and maintains documentation regarding support and/or project activities. Performs inventory. Maintain contact with other IT court personnel for the purpose of keeping abreast of developments, techniques and use programs. May act as Project Leader. Travels to other divisional offices when necessary. Performs other technology related duties as required.

**This position requires** one year of progressively responsible experience in information technology that has provided the particular knowledge, skills and abilities to successfully perform the duties of the position. Examples include experience related to the technical configuration, maintenance and troubleshooting of computer hardware and software, mobile devices, peripherals, enterprise applications, IP telephony and audio/visual technologies. Experience includes data and voice communications, wireless, remote connectivity, as well as technology terminology, methodology, workflow and experience in end-user training.

The successful candidate must possess excellent interpersonal and communication skills (oral and written), with an ability to listen and quickly discern customer needs and priorities. Time management skills, ability to handle multiple tasks simultaneously while also meeting deadlines and to provide timely follow up is desired. Accuracy and attention to detail are exceptionally important. Excellent collaboration skills with IT and other court staff. A candidate who demonstrates initiative, an eagerness to learn and take on new challenges is appealing. A professional demeanor and appearance is appropriate in a court environment.

**Preferred qualifications** include a Bachelor's degree in computer science or related field. Technical certifications. Experience with recent versions of software including Microsoft Windows 7/10, Microsoft Office 2010/2013, Lotus Notes, Adobe Acrobat, Apple desktop operating systems and software, and Apple iOS mobile devices.

Periodic overnight travel is required. Duties require working during non-business hours on occasion. Physical effort will be involved in moving, connecting or troubleshooting heavy equipment and systems. Must be able to lift 50 pounds.

Federal Judiciary employees are considered at will and are not subject to the employment regulations of competitive service. Employees are required to adhere to the Code of Conduct for Judicial Employees. Employees undergo an initial background investigation. Appointments are provisional and contingent upon the satisfactory completion of a background investigation. A negative finding may result in termination of employment. Updates are required every five years. Applicants must be a U.S. Citizen or lawful permanent resident actively seeking citizenship. Travel and relocation expenses will not be reimbursed.

All information provided by applicants is subject to verification. Applicants are advised that false statements or omission(s) of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.